

CERAMIC SANITARY WARE WARRANTY CERTIFICATE



- CERAMIC BODY – 10 YEARS for residential installation / 5 YEARS for commercial installation
- MECHANICAL PARTS / SEAT COVERS – 2 YEARS
- EXCLUSIONS – the warranty is not applicable for rubber and plastic parts internal fittings.

WARRANTY TERMS:

- The warranty is applicable from the date of purchase
- The customer must produce the GST invoice in original to avail warranty service
- The company is not liable for any damage out of faulty installation
- The warranty becomes null / void if installation is done by non-qualified plumber technician or if the installation procedure is not followed as laid down by the company
- The company is not liable for any civil / construction work required during installation of new products / repair of old products
- The company is not liable for any consequential expenses or damages
- The company is not responsible for defects / damages due to transportation / improper installation / alterations / accidents / misuse or lack of proper maintenance
- If the manufacturing defect is seen within the first year of purchase on the ceramic product, the customer is entitled for free replacement. If the manufacturing defect is seen after one year of purchase and before the warranty period expires the customer has to pay the company on proportion basis on current MRP for new replacement
- WATERTEC will at its choice, repair, replace or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage and is not responsible for installation costs

WARRANTY SERVICE:

To obtain warranty service contact: WATERTEC CUSTOMER SERVICE TOLL FREE NUMBER @ 1800 121 2191 or through your dealer.

CARE AND CLEANING GUIDELINES:

- Use warm water and liquid detergent to clean the surface
- Use powder detergent on a damp cloth to remove any residual plaster / white cement / putty.
- Clean the outside surface of the vitreous china ware with mild soap and warm water
- Wipe the entire surface with a clean, soft cloth
- Do not use abrasive cleansers which may damage the ceramic surface
- Do not allow cleansers with petroleum distillates to sit in for a long period of time on the ceramic surface
- Do not use metal tools or wire brushes to remove any plaster
- Do not use cement at any hollow portion of the vitreous china ware